

Bus Operator Hiring Success

Progress Update to the UTA Local Advisory Council

September 27, 2023



A Better Approach

- Strategic
- Responsive
- Realistic



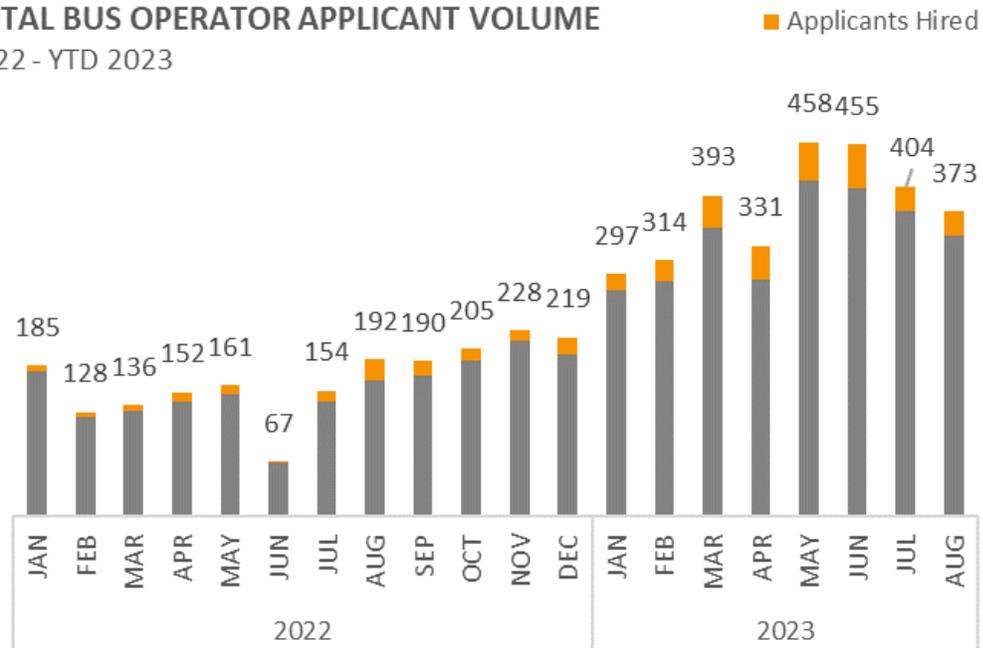
Program Improvements

- Innovative hiring strategy and processes
- Successful candidates find:
 - Updated offer package and working conditions
 - Streamlined onboarding, training

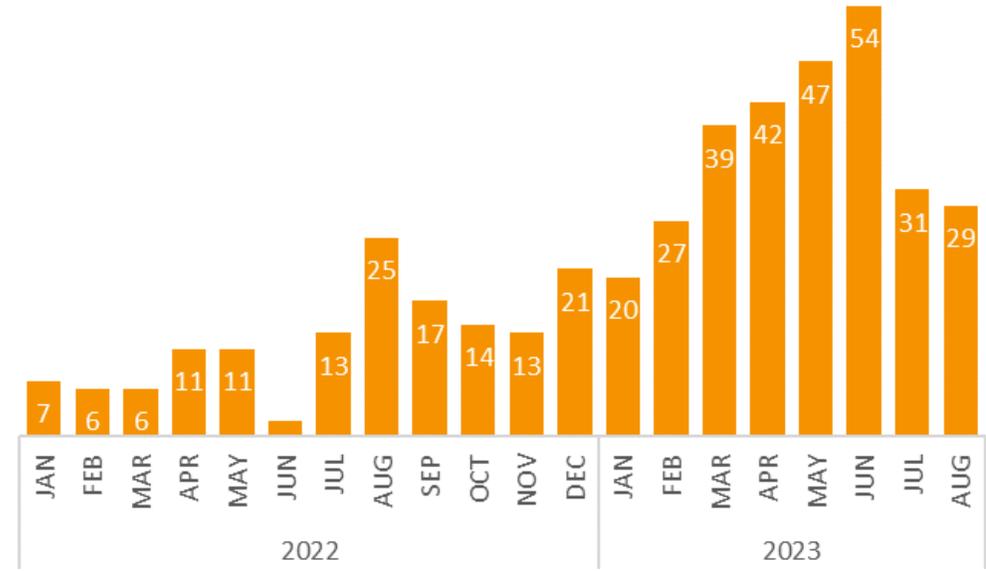


Hiring Process Results

TOTAL BUS OPERATOR APPLICANT VOLUME
2022 - YTD 2023



TOTAL BUS OPERATOR TRAINEE HIRES
2022 - YTD 2023

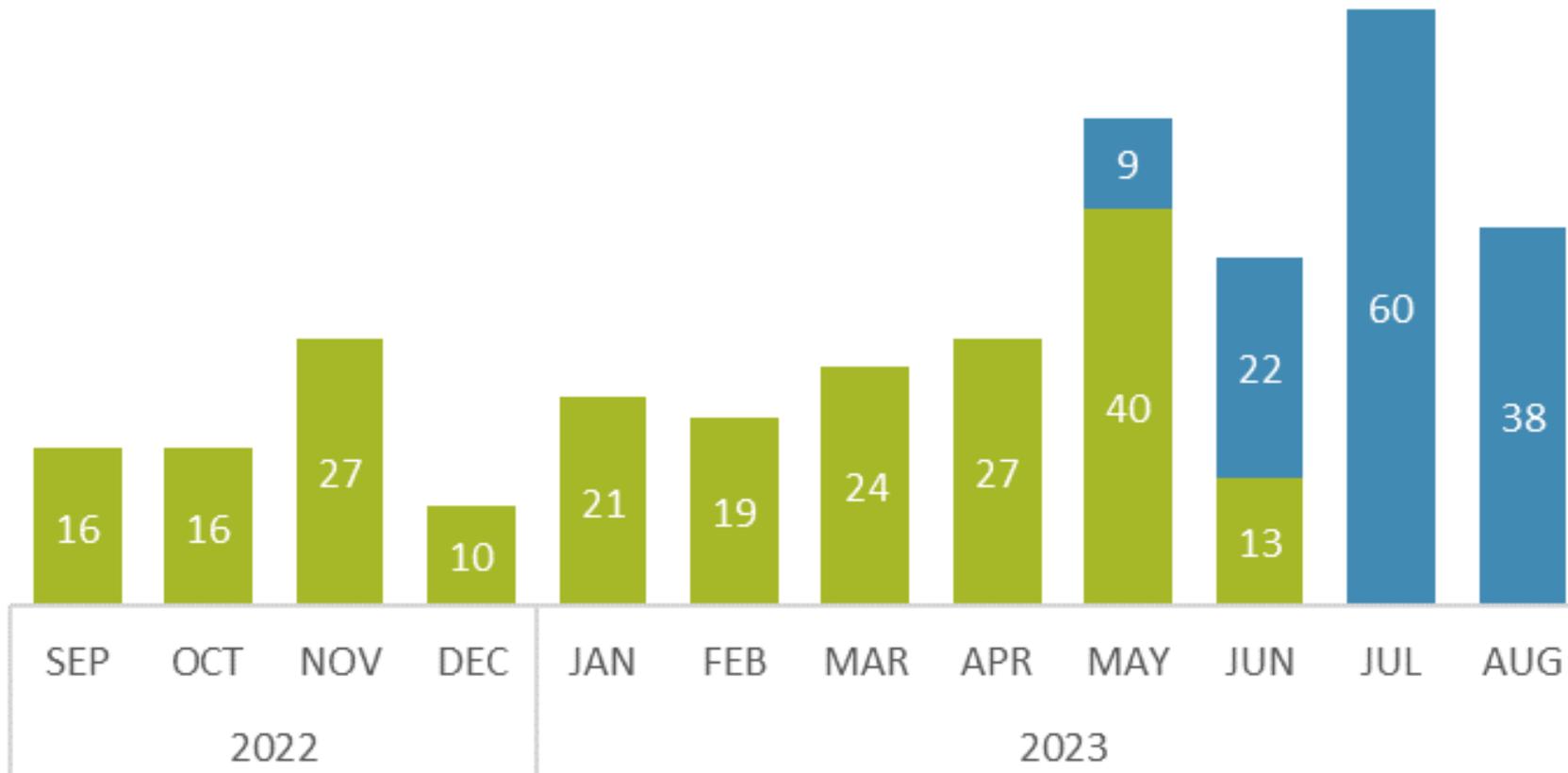


Training and Graduation Success

BUS OPERATOR TRAINEES GRADUATED

BY MONTH OF ORIGINAL HIRE, PREVIOUS 12 MONTHS

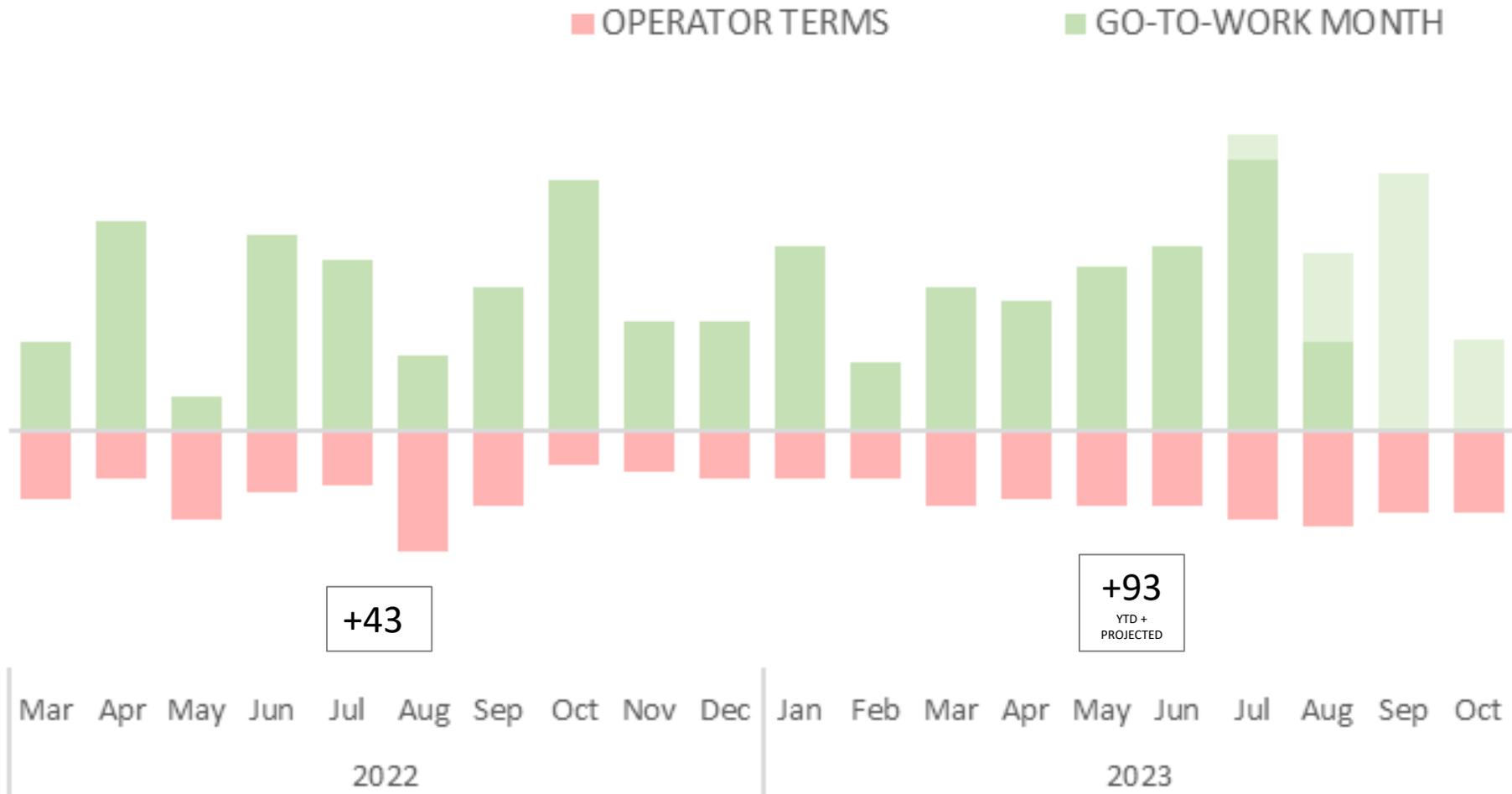
■ Graduated ■ In training



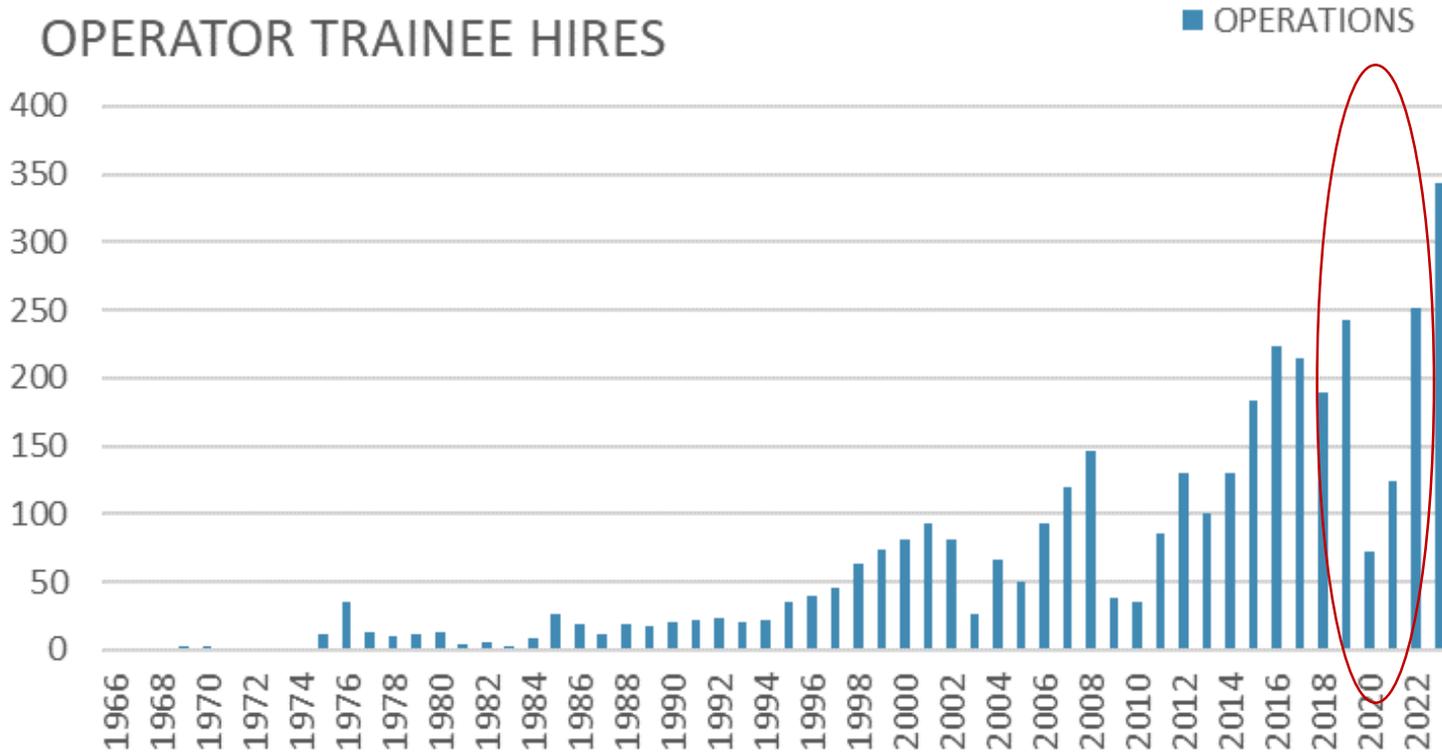
Operator Onboarding and Retention

NET GAIN, UTA BUS OPERATIONS

2022 - YTD 2023 GTW VS TERMINATIONS (INCLUDING PROJECTIONS)



OPERATOR TRAINEE HIRES



As of September 2023, UTA has hired more people than any previous TOTAL year.

This is because of the agency campaign to hire operators.

The gap in hiring in 2020 and 2021 is still being felt.

